SMC Mechanicsburg
Ops Contractor Requirements

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"Our People Make a Difference Every Day"

OST Concept

- **Comprised of dedicated groups of Customer Service Professionals (CSPs) who immediately respond to a specific customer's requirements in support of their production environment**

- **Combine customer support with technical expertise.**

- **Provide proactive and effective monitoring of all production environments – 24 x 7 x 365**

- **Application Support driven**

- **Goal of 95% first call problem resolution**

OST Functions

- **Customer Call Center**
- **Network Monitoring and Recovery**
- **Systems Monitoring and Recovery**
- **System Automation, Workload Scheduling, Monitoring, and Recovery**
- **Tape Management**
- **Problem Avoidance**
- **Rapid Service Restoration**
- **CUSTOMER FOCUS**
- **OST Support**

OST Requirements

- **Knowledge of mainframe computer telecommunications, peripheral and operating system environments**

- **Knowledge of a wide range of Information Technology concepts, techniques, and requirements (e.g. MVS, JES, JCL, TCP/IP, etc.)**

- **Ability to perform efficient system problem determination/analysis and resolution**

- **Ability to evaluate customer-processing requirements**

- **Knowledge of complex abend recovery techniques**

- **Knowledge of system performance monitoring tools and techniques.**

- **Experience working in a customer call center environment**

- **Ability to work as a Team player**

- **Ability to communicate well, orally and in writing**

OST Requirements (cont'd)

- **Currently have or ability to obtain a SECRET security clearance**

- **Experience working with most/all of the following tools:**
    - **Remedy (Trouble Management System)**
    - **Teloquent (Automated Call Distribution System)**
    - **Incontrol Product Suite (ControlO/M/R)**
    - **Tape Management System (TMS)**
    - **Formula (Enterprise System Mgmt tools)**
    - **Netview**
    - **Microsoft Office Suite (Word, Excel, PowerPoint)**
    - **Microsoft Outlook (email)**

- **Specialized experience in one or more of the following areas:**
    - **Operating Systems (Config Mgmt)**
    - **Database (CICS, Datacom, Oracle)**
    - **Mid-tier System Administration**
    - **Security (RACF, ACFS2, Top Secret)**
    - **Capacity Management (DASD Admin)**
    - **Network**

Call Center Requirements

- **Knowledge of mainframe computer telecommunications, peripheral and operating system environments**

- **Knowledge of a wide range of Information Technology concepts, techniques, and requirements (e.g. MVS, JES, JCL, TCP/IP, etc.)**

- **Ability to perform efficient system problem determination/analysis and resolution**

- **Ability to evaluate customer-processing requirements**

- **Ability to assess system performance in terms of continuous availability and reliability**

- **Knowledge of system performance monitoring tools and techniques**

- **Experience working in a customer call center environment**

Call Center Requirements (cont'd)

- **Ability to work as a Team player**

- **Ability to communicate well, orally and in writing**

- **Currently have or ability to obtain a SECRET security clearance**

- **Experience working with most/all of the following tools/applications:**
  - **Remedy (Trouble Management System)**
  - **Teloquent (Automated Call Distribution System)**
  - **Incontrol Product Suite (ControlO/M/R)**
  - **Tape Management System (TMS)**
  - **Formula (Enterprise System Mgmt tools)**
  - **Netview**
  - **Microsoft Office Suite (Word, Excel, PowerPoint)**
  - **Microsoft Outlook (email)**
  - **CICS, Datacom, Oracle**
  - **RACF, ACF2, Top Secret**

Network Monitor Requirements

- **Knowledge of mainframe computer telecommunications, peripheral and operating system environments**

- **Knowledge of a wide range of Information Technology concepts, techniques, and requirements (e.g. MVS, JES, JCL, TCP/IP, etc.)**

- **Ability to perform efficient system problem determination/analysis and resolution**

- **Ability to evaluate customer-processing requirements**

- **Ability to isolate problems to malfunctioning hardware or software components using a combination of techniques such as; having the end-user recreate the problem and interpreting error indications or codes; recreating the problem using local, known configurations; bypassing component parts to prove where the problem lies; attempting to move the problem to another like configuration; routing around suspected malfunctioning equipment; interpreting traces or datascope files; running confidence tests (such as BERT and loopback tests on circuits) or other similar techniques**

Network Monitor Requirements (Cont'd)

- **Knowledge of network monitoring tools and techniques**

- **Experience working in a customer call center environment**

- **Ability to work as a Team player**

- **Ability to communicate well, orally and in writing**

- **Currently have or ability to obtain a SECRET security clearance**

- **Experience working with most/all of the following tools/applications:**
  - **Remedy (Trouble Management System)**
  - **Teloquent (Automated Call Distribution System)**
  - **Formula (Enterprise System Mgmt tools)**
  - **Netview**
  - **Microsoft Office Suite (Word, Excel, PowerPoint)**
  - **Microsoft Outlook (email)**
  - **CICS, Datacom, Oracle**
  - **RACF, ACF2, Top Secret**

System Automation, Workload Scheduling, Monitoring & Recovery

- **Workload Scheduling, Monitoring, and Recovery Requirements:**
  - **Control M, O and R tool skills**
  - **Key Stroke Language (KSL) skills**
  - **Project Management and leadership ability**
  - **Analytical ability**
  - **Responds to attempts to reach via 24-hour contact method within 30 minutes**
  - **Optimize/Standardize Workload**
  - **Troubleshooting/problem solving ability**
  - **Secret Security clearance**

- **Automation Technician Requirements:**
  - **Control O tool skills**
  - **REXX, CLIST, SQL, Macros, and VBA**
  - **ECS and Formula (Managed Objects) experience**
  - **Analytical ability**
  - **Responds to attempts to reach via 24-hour contact method within 30 minutes**
  - **Secret Security clearance**

Tape Management

- **Tape Support:**
  - **Tape Librarian**
  - **Knowledge of TMS, JCL**
  - **Ability to drive van or small truck**
  - **Physical ability to lift 60 pounds**
  - **Secret Security clearance**
  - **Valid driver's license**
  - **Tape Mounts**

OST Support

- **Application Support/System Integration:**
  - **Working knowledge of MVS/ZOS, Datacom and DB2**
  - **Project Management and leadership ability**
  - **Analytical ability**
  - **Knowledge of application and operating system interfaces**
  - **Responds to attempts to reach via 24-hour contact method within 30 minutes**
  - **Secret Security clearance**
- **Application Development/Programming**
  - **Microsoft Access**
  - **Visual Basic**
  - **Analytical Ability**
  - **Define and program functional needs for government developed applications**
  - **Secret Security clearance**
  - **Ability to work independently and as part of a team**